



# Office of Human Capital All-Hands Meeting

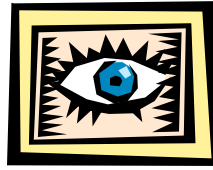


March 14, 2006

# Agenda – March 14, Tuesday, 1:00-2:00, P110

- Opening Remarks
- Safety Moment -- Eye Care and Health
- Welcome New Team Members!
  - HS01: Cindy Campbell
  - HS10: Rita Keith
  - HS20: Sue Knapp/Unites
  - HS30: Jim Ellis, Alan Chow, Katie Hayden/AESP
  - HS40: Cassandra Thompson
  - HS50: Candace Rogers, Iris Rivera, Joan Baites/Mainthia, Lisa Johnson/Mainthia, Reuben Fryer/Mainthia, Barbara Ranson/Mainthia
- OHC Organization Update
  - Vision/Mission
  - Metrics
  - Past 6 Months -- A Lot to be Proud Of!
- Evolution of Integrated Product Team (IPT) Model
- New OHC Internal Website
- Invite Questions/Comments from Employees

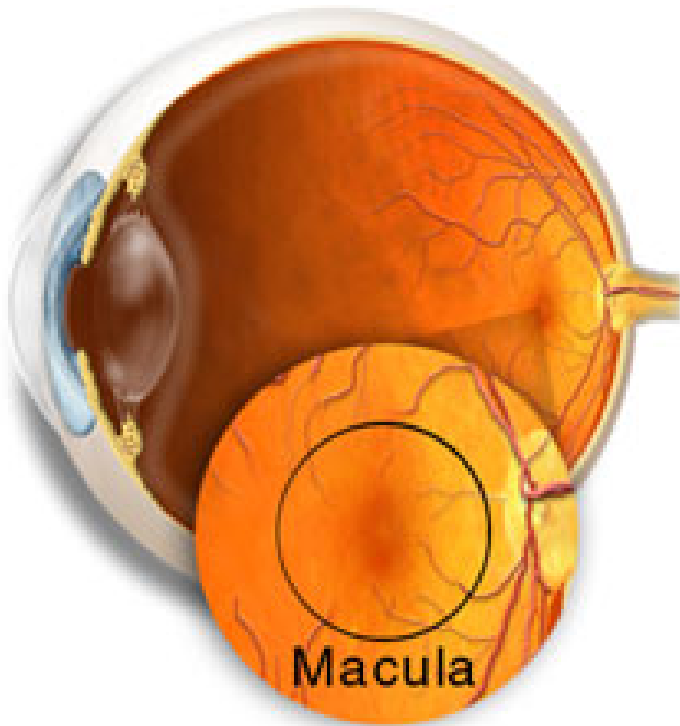
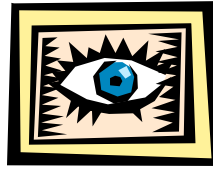




Keep Your Eyes Healthy...



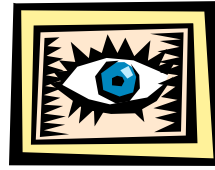
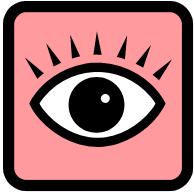
Beth Young  
March 14, 2006



**Macular Degeneration**

**Floater**  
Floating cells

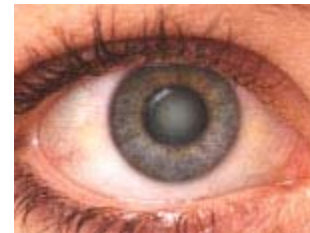




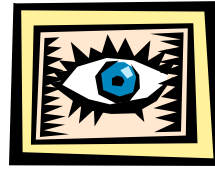
Glaucoma  
(Increased pressure in the eye)

Diabetic Retinopathy  
(Swelling and hemorrhages in the retina)

Amblyopia  
(Lazy Eye)



Cataracts  
(Clouding of the natural lens)



## Summary

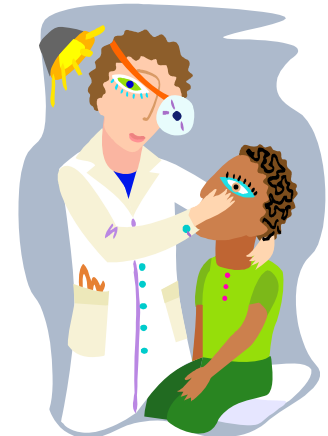
When your vision changes suddenly seek help immediately.

Schedule annual eye exams with your ophthalmologists or optometrists.  
(Check for signs of cataracts and glaucoma.)



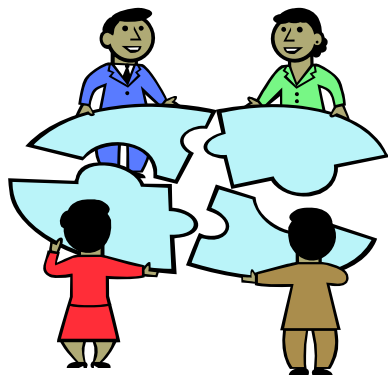
Don't smoke.

<http://www.stlukeseye.com/Conditions/>



## ***Our Vision...***

We are the benchmark in delivering innovative human capital solutions to support the objectives of our clients and partners.



## ***Our Mission...***

To build workforce capabilities that assure current and future mission success

# Agency, MSFC and OHC Goals, Objectives, and Metrics

Flying the Shuttle as safely as possible until its retirement, not later than 2010.

Bringing a new Crew Exploration Vehicle into service as soon as possible after Shuttle retirement.

Developing a balanced overall program of science, exploration, and aeronautics at NASA, consistent with the redirection of the human spaceflight program to focus on exploration.

Establishing a lunar return program having the maximum possible utility for later missions to Mars and other destinations.

Completing the International Space Station in a manner consistent with our International partner commitments and the needs of human exploration.

Encouraging the pursuit of appropriate partnerships with the emerging commercial space sector.

## MSFC Goals

Superior Execution of Assigned Programs and Projects

Secure Key Roles in Space Exploration Development

Organizational Management Excellence

## MSFC Objectives

1. Fly shuttle safely until retirement

2. Complete Space Station consistent with commitments

3. Execute Programs/Projects Safely and Successfully

1. To be NASA's space transportation agent

2. To be NASA's developmental integrator including science integration

3. Compete and win scientific payloads/instruments

1. Improve productivity through integrated management

2. Improve operational excellence

## MSFC FMOs and Metrics

1. Increase # of Projects on Cost, on Schedule by 50% (Target # of projects: 25 (50 to 75))

2. Increase the % of deliverables (including Shuttle Transition) successfully provided to 95% (Target increase %: 10 (85% to 95%))

3. S&MA will be funded and involved no later than Phase A in 100% of MSFC Programs/Projects approved by the PMC, with a minimum of 95% S&MA Staffing to these programs and projects

4. Zero type A or B mishaps (Civil Service or Contractors) - FY06

1. Grow Center Revenue by X% (or X\$) over the baseline budget (Target revenue: 10% (5% to 6%) or \$500K (\$1.5M to \$2M))

2. Increase In-house "hands on work" to Target level of 30/70 by FY07

1. Increase productivity by Y% Revenue/Head

2. Improve direct/indirect ratio (for FTEs) Target 70/30

3. Increase Customer Satisfaction Index (CSI) by Z (Target W on Service Level Agreements (SLA)) and (Target X on survey)

## OHC Objective

Provide Tools and Expertise for the Development of the Center's Leadership and Workforce

Achieve Operational Excellence of Human Capital Management

## OHC Level FMOs/Metrics

A. Implement an Integrated Training Plan consistent with strategic Center goals, approved center wide IDP assessment, and official budget.

1, 2, 5, 6, 8

B. Develop a simplified Succession Management Plan and implement Phase I (Senior Direct Report positions only) by 4/06.

3, 16

C. Develop 100% of OHC employees in an integrated Human Capital approach.

4, 17, 18, 19

## Performance Objective

Implement a strategic human capital program that includes leadership development and competency management that will enable the Center to meet its business objectives and Agency goals.

D. Improve customer satisfaction index (target 15%) on OHC Client Interfaces, Processes, and Services.

7, 12, 13

E. Reduce by 30% the processing time on key processes (Staffing, Training, IPAs, SES).

9, 10, 11, 14

F. Develop and implement a monthly Workforce Management reporting strategy

None

G. Develop strategies to improve the ratio of direct to indirect towards the Center's goal (70/30).

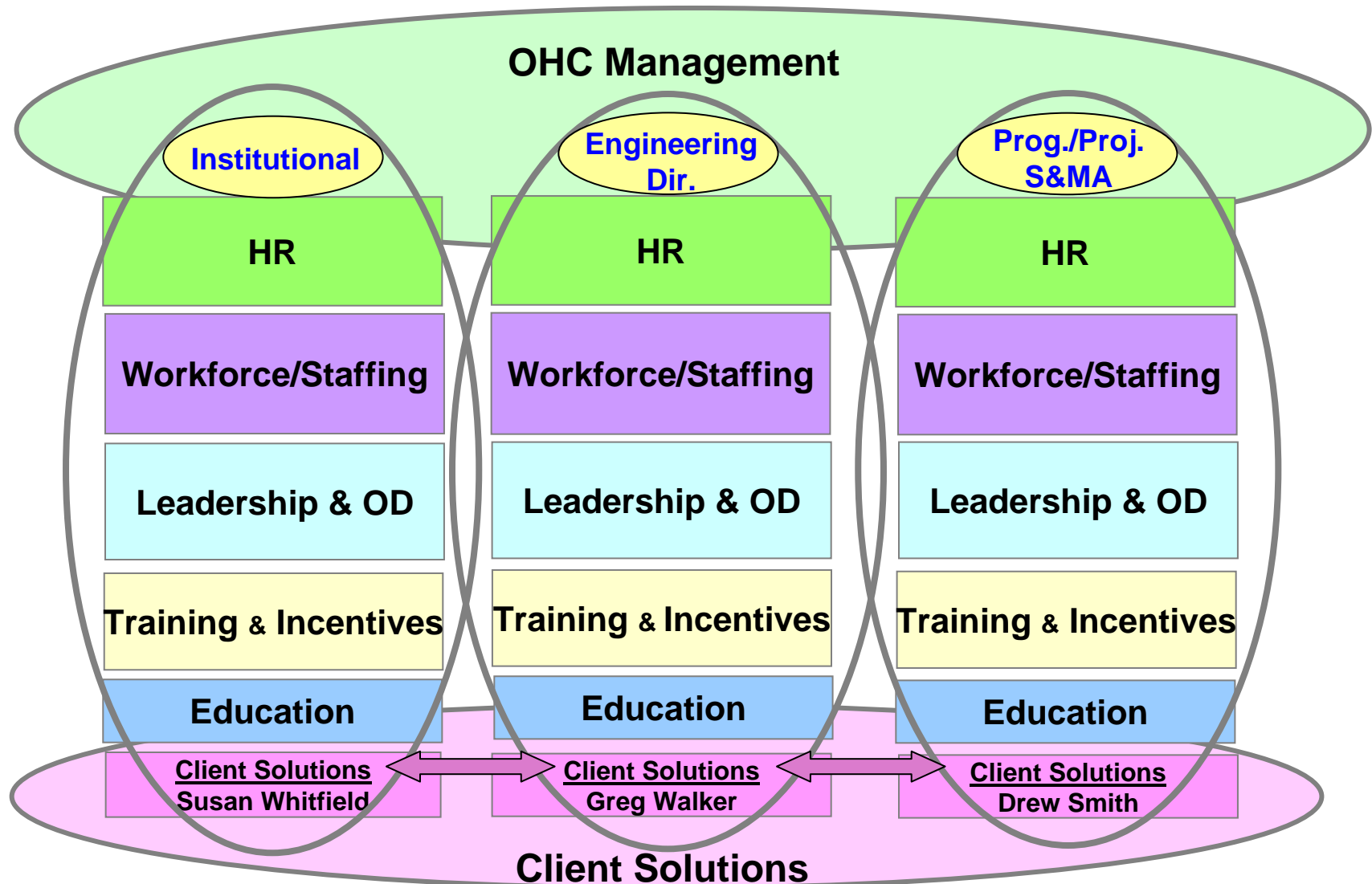
15



*Congratulations!*

OHC Has A Lot To Be Proud Of!

- **The Integrated Product Team** philosophy is an approach – a way to work. IPT's are vehicles -- in the form of OHC employees brought together by their expertise, experience, strength and standing assignments -- to deliver the best product or service to our clients/customers.
- The “**Why?**” of the IPT approach remains constant:
  - To consistently **integrate** across all parts of the OHC organization in the delivery and execution of our products and services.
- The “**Who?**” around the IPT will be dynamic based on:
  - Needs of the Client/Customer; and
  - Assignments/Expertise within OHC
- **We ALL Face the Customer** in one fashion or another – All our actions contribute to the client's/customer's total experience outcome with OHC.

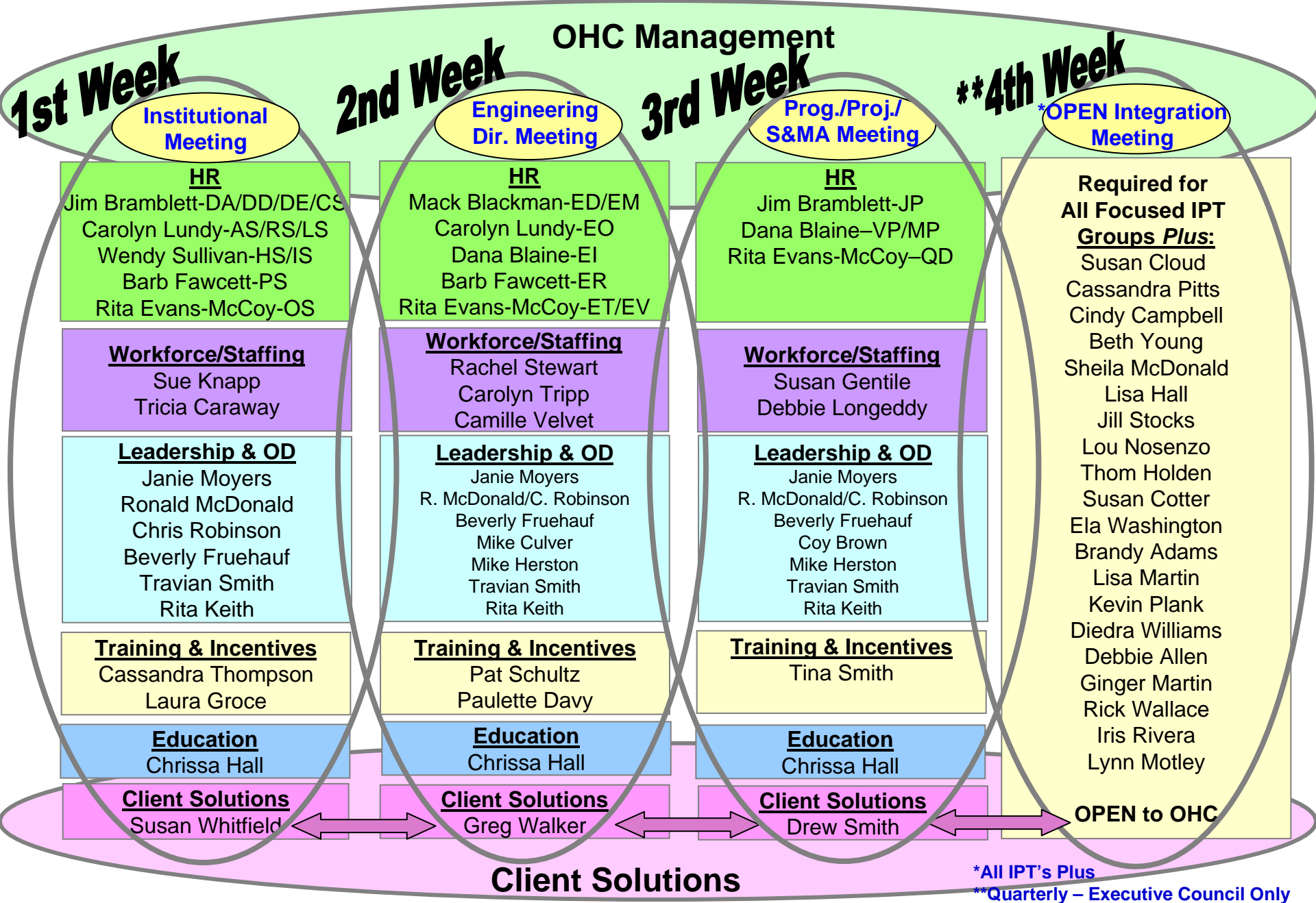




# Benefits of Expanded IPT Approach

- **Facilitates Integration Across OHC**
- **Effective**: Leverage similarities between like organizations
- **Flexible**: Dedicated members remain where that makes sense, but just as important is the membership that is dependent upon aim and scope of a particular need (*one size does not fit all*)
- **More Strategic**: Enhanced understanding and communication when all components of OHC regularly engaged
- **Efficient**: Productive use of time and resources – provides more comprehensive approach to tackling issues; increases the likelihood of finding the best solution

	● Scheduled Activity	● Time	● Location	● Attendees/Purpose
<b>Daily</b>	<i>Open Communication on All Levels</i>	<i>All Day</i>	<i>Various</i>	<i>With Each Other (OHC) and With Our Clients</i>
	Client Solutions Team Tag-Up	9:00-9:30	4200/212	<b>Client Solutions Core Team:</b> Review/Assign Actions, Discuss Integration Activities
<b>Monday</b>	Executive Council Standing Agenda Item	1:10-2:55	4200/211	<b>Executive Council:</b> Brief IPT Overall/Schedule Status Report Each Week. On occasion IPT members may be asked to brief a project status
<b>Friday</b>	Client Solutions Team Tag-Up with Tereasa	11:00-12:00	4200/206C	<b>Tag-Up with Tereasa:</b> Discuss progress; Client goals; accomplishments; plans, etc.
<b>Thursday</b>	Focused Client Integration Meeting (CIM)	9:00-11:00	TBD	<b>Integrated IPT Groupings:</b> Address issues; status/assign actions; seek integration and resource leveraging opportunities; discuss current activities in each organization; idea and best practice exchange; learning •1 <sup>st</sup> Week <b>[Institutional]</b> •2 <sup>nd</sup> Week <b>[Engineering Directorate]</b> •3 <sup>rd</sup> Week <b>[Prog/Proj/S&amp;MA]</b>
<b>Thursday</b>	Team Integration Workshop	9:00-11:00	TBD	•4 <sup>th</sup> Week <b>[All IPT's, Others as Designated]</b> <b>Open Invitation to All OHC for Integration &amp; Learning]</b> <i>Quarterly this meeting will be dedicated to Management Engagement</i>
<b>As Required</b> (Scheduled in Advance)	Regular Intervals	Various	Various	• <b>Face-to-Face Client Visits [Minimum Quarterly]</b> •IPT Splinter Meetings to Address Individual Organizational Issues •IPT Skill Enhancement/Training Opportunities •Special Project Assignment Meetings



# Role of Client Solutions

- **A Key Client Interface -- Responsible for Integrating Client Feedback on All Levels**
- **Responsible for Ensuring OHC is 'In Touch' with All Center Client Organizations on a Regular Basis**
- **Plan and Lead Focused IPT Meetings and Training**
- **Step in to Define Issues/Help Develop Resolutions**
- **Assigned as Project Leads for Project Level Activities When Required/Appropriate**
- **Foster Growth of OHC Internal Capabilities**
- **Recommend OHC Process Improvements/Lead that Change When Appropriate**
- **Set a Good Example for Integrating**
- **Provide Strategic Support (and Insight When Gained) to OHC Management**
- ***Vision, Expectations, Modes of Operation and Delivery Are in Sync with those of OHC Director and Office Managers***



- **Shared Calendar Will Be Used for Integration**
- **Tracking/Status Tool Will Be Used by Client Solutions to Monitor Activities**
- **Enhanced Use of OHC Website and Other Communication Tools Across the Board**














- **Communication and Information Just for OHC Employees**
- **Agenda and Notes Posted from Client Integration Meetings**
- **OHC 101 Access**
- **Share Announcements and Information Real Time**
- **Celebrate Accomplishments**
- **Quick Links for Tools and Information**
- **Business Management Page**



# Look what the new OHC Intranet has to offer...

 <b>Announcements</b> What's happening in your org.	 <b>OHC101</b> Internal education initiatives.
<b>Business Management</b> A one-stop business resource for the management and employees of OHC.	 <b>Safety</b> Important safety information, contacts, and links.
 <b>Activities &amp; Events</b> A look ahead to see Activities & Events that may interest you.	 <b>Headlines</b> Find out who made the news.
 <b>OHC Library</b> A collection of links to interesting articles and publications.	 <b>Contacts</b> Who do you call?
 <b>Photo Gallery</b> Snapshots of special events recognition, or just having fun.	 <b>MMS Toolbox</b> OHC ISO Document Library

**Bookmark this site to keep in touch with your organization...**

<http://ohc.msfc.nasa.gov/internal>